



Health Consumer
Powerhouse

CROSS BORDER CARE EU:
How to choose the best hospital?
A study of hospital information portals
in five European countries.

Health Consumer Powerhouse

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Report presented by

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EU research, Public Affairs

Study aim and design

- Research on hospital information portals in five European countries: the Netherlands, Denmark, Germany, UK and Sweden
 - How user-friendly are the portals?
 - Do they offer Quality of care Information (QCI)?
- Questionnaire about the use and effectiveness of such portals was distributed to patient organisations in 32 European countries – Result: Over 1000 replies.

Hospital information portals

(based on EHCI 2009)

- There are four countries in Europe (NL, DK, DE, UK) that offer hospital information portals on the web
- There is a number of regional or less developed initiatives (for example *Test d'Achat* in BE or annual rankings published in *Le Point* and *L'Express* in FR)
- There is a large number of websites related to a single hospital or a chain of insurers offering fragmented views.

Good examples

- Treatment quality: www.weisse-liste.de

markierte Krankenhäuser vergleichen

Sortierung: Anzahl Punkte

Name	Entfernung in km	Fachabteilungen	Schwerwiegende Begleiterkrankung	Versorgungsschwerpunkte des Krankenhauses	Fachabteilungsbezogene Versorgungsschwerpunkte	Ärztliche Qualifikation	Personelle Ausstattung	Spezielles therapeutisches Pflegepersonal	Apparative Ausstattung	Medizinisch pflegerische Leistungsangebote	Leistungskennzahlen	Qualitätssicherung im BQS-Verfahren	Ambulanzen	Nicht-medizinische Serviceangebote	
Klinikum der Universität München München	6				•	•		•	•	•	•			•	<input type="checkbox"/>
Krankenhaus Barmherzige Brüder München München	6					•		•	•	•	•		•	•	<input type="checkbox"/>
Klinikum rechts der Isar der Technischen Universität München München	4				•	•		•	•	•				•	<input type="checkbox"/>
Städtisches Klinikum München, Klinikum Schwabing München	1			•	•			•	•	•					<input type="checkbox"/>
Klinikum Dritter Orden München	4	•				•				•			•	•	<input type="checkbox"/>
Klinikum Harlaching München	7				•				•	•			•	•	<input type="checkbox"/>
WolfartKlinik Gräfelfing	12						•		•	•	•			•	<input type="checkbox"/>
Isar Kliniken GmbH München	3	•							•	•				•	<input type="checkbox"/>



Good examples

- Patient satisfaction: www.independender.nl
General practitioners' and patients' reports

Oordeel van huisartsen over het specialisme ?	
Algeheel oordeel over medisch specialisme	★★★★☆
Medische deskundigheid m.b.t. specialisme	★★★★☆
Logistiek & organisatie (servicegerichtheid)	★★★☆☆
Patiëntvriendelijkheid	★★★★☆
Samenwerking met de huisarts	★★★★☆
Communicatie met huisarts gedurende opname	★★★★☆

Oordeel van patiënten over deze instelling: ICM ?	
Polikliniek bezoek	
Respect voor de patiënten	7,9
Deskundigheid van de arts(en)	7,8
Informatieverstrekking aan de patiënt	7,4
(Dag)opname	
Deskundigheid van de arts(en)	7,9
Kwaliteit van de verzorging	7,7
Kwaliteit ontslagprocedure en nazorg	7



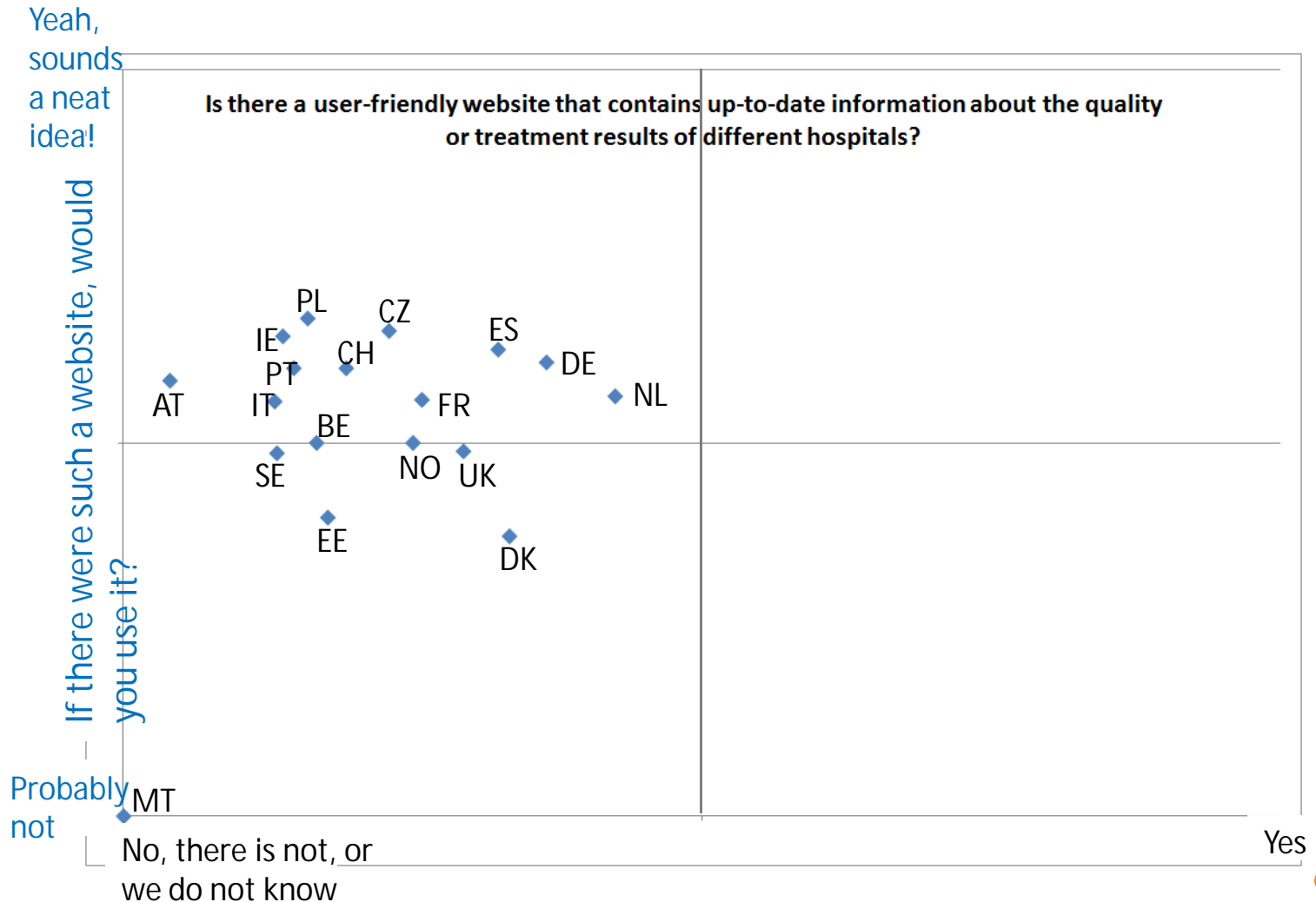
Other good examples

- Waiting times: www.sundhedskvalitet.dk
- Patient comments: www.nhs.uk
 - Hygiene
 - Hospital staff
 - Respect for the patient
 - Involvement of patient in decisions
 - Open comments

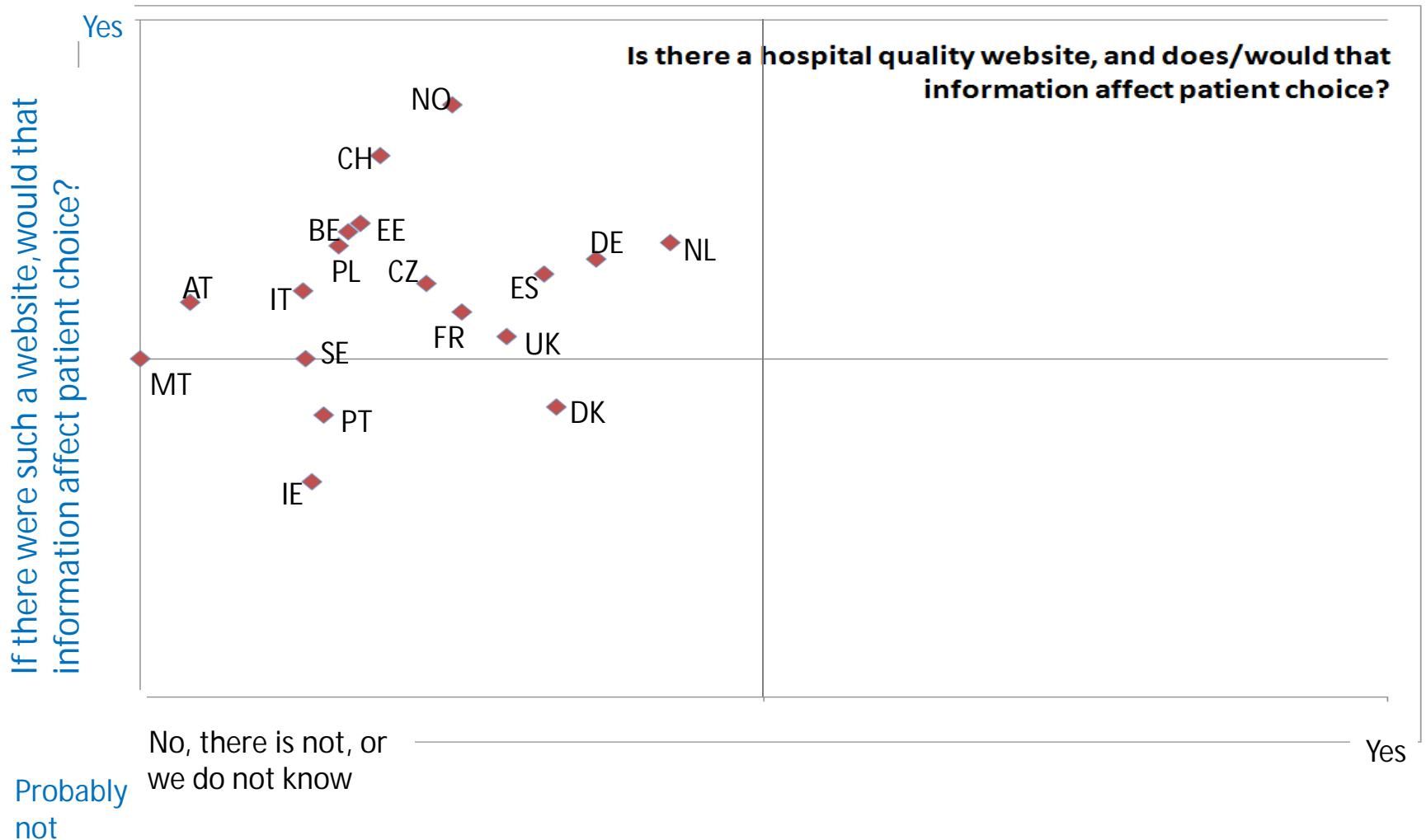
Results from research

- None of the hospital information portals performs well in all four categories
 - QCI is displayed in an over-simplified way where vital information is missing for the consumer
 - Or QCI is presented in a too complex way, which seems overwhelming for a lay-person's know-how
 - Navigation: no user centered design.

Results from survey



Results from survey



Some conclusions

- There is a need for a development of hospital/healthcare information portals.
 - User-friendliness
 - Trustworthiness
 - Accessibility
- This could go hand in hand with the new EU Directive on Cross-border healthcare.
 - Demand for each Member State to establish national info centers
 - Availability of healthcare, quality outcomes, safety standards, access to medication, administrative procedures, complaints and appeals etc.
 - Even price information might evolve from this new directive
 - Multilingual IT portals
 - EU portal with pan-European comparison.

The future

- Interesting question for the future:
Will the patients' choice drive hospitals towards better quality?



Thank you!

- For the full report please visit:

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